Agency E-government Survey – Spring 2002

ITD Planning Division

Dirk Huggett
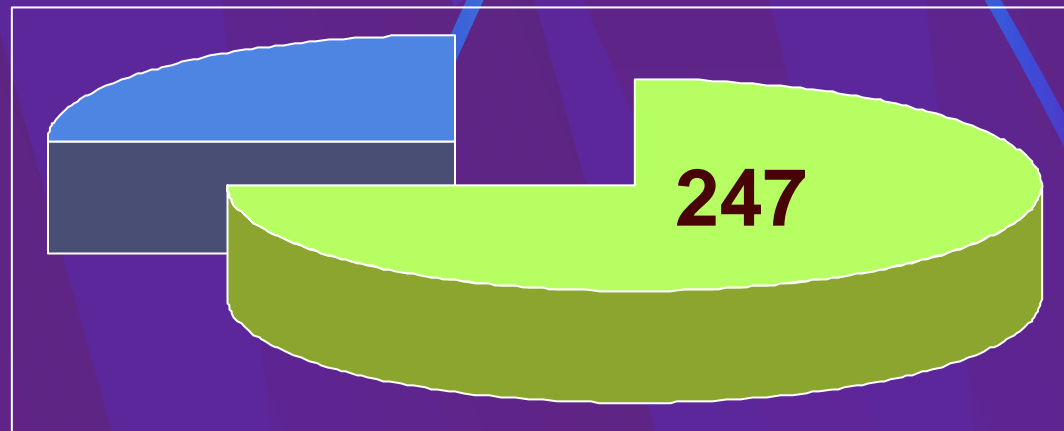
Format

- ITD Planning Staff
  - Agency IT contacts
    - Questionnaires
    - Interviews
- 31 of 53 agencies (58%) responded

Key Findings

- All but 1 respondent had a web site
- Of the 329 programs supported by the respondents, 75% had information on-line.

247

Key Findings Cont'

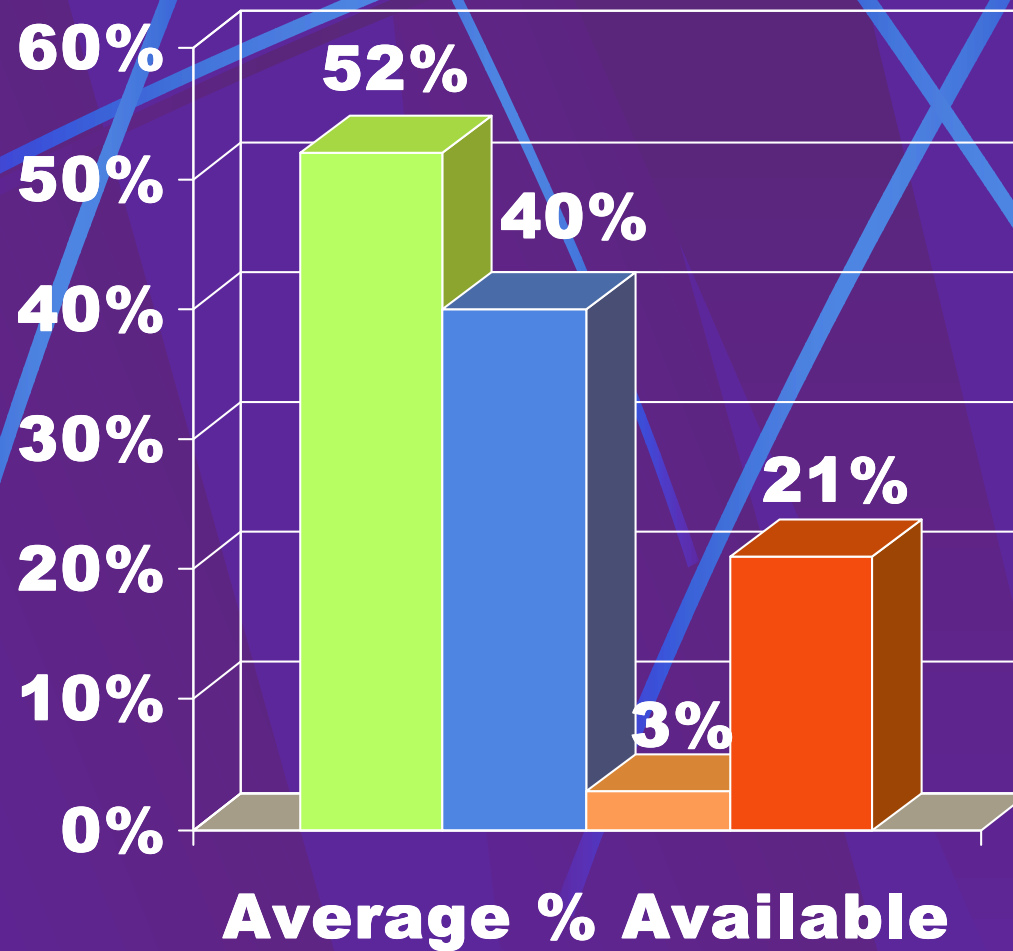- On Average, 59% of publications can be found on-line

Key Findings   Cont'

- 45% of respondents use on-line feedback

Key Findings Cont'

60%
52%
50%
40%
40%
30%
21%
20%
10%
3%
0%

Average % Available

- Regulations, Policies & Procedures
- Public Meeting Notices
- Live Meetings & Hearings
- Public Records

Key Findings   Cont'

- Thousands of forms available on-line
- Many of them are fillable
- Very few submitable

Key Findings   Cont'

- Major Benefits of E-government
  - #1 – 65% - Improved Customer Service
  - #2 – 40% - Faster more efficient processing of transactions
  - #3 – 20% 1st place, 20% 2nd place, & 15% 3rd place votes – Services available 24x7

35% of respondents did not clearly rank this question

Key Findings   Cont'

- Biggest Barriers of E-government
  - #1 – 43% - Privacy/Security Issues
  - #1 – 43% - Funding not available or not a priority
  - #3 – 43% 2nd place – Electronic Signature/ Authentication issues

32% of respondents did not clearly rank this question

Questions

? ? ? ? ? ? ? ?
? ? ? ? ? ? ? ?
? ? ? ? ? ? ? ?

For more information contact:

Dirk Huggett

dhuggett@state.nd.us

(701) 328-1998